

Part A

WELCOME LETTER

Date: <<dd/mm/yyyy>>

To,
<<>>
<<>>
<<>>
<<>>

Contact Details: <<>>

Dear <<>>

Customer No.:	<<>>
Policy No.:	<<>>
Product Name:	SBI Life – Smart Future Choices
UIN:	111N127V01

We welcome you to the SBI Life family and thank you for your trust in our products. Joining SBI Life family will give you access to the best customer service and a wide range of products which cater to most of your life insurance needs.

Please note that you have opted for a Limited premium payment insurance policy. Your premium due dates are: <<dd/mm of every year / <<dd of each month >>>during Premium Payment Term

1. For any information/ clarification, please contact: Your local SBI Life service branch: <<SBI Life branch address>>
2. Your Sourcing Bank/Branch is <<Sourcing Bank / Branch>> and Intermediary / Agent is <<Intermediary / Agent Name / Code / Contact Details>>
3. In case you have any complaint/grievance you may contact the following official for resolution:
<<Regional Director’s address >>
4. We enclose the following as a part of the Policy booklet:
 - 4.1 Policy Document.
 - 4.2 First Premium Receipt.
 - 4.3 Copy of proposal form signed by you.
 - 4.4 Copy of KYC and other documents as follows:

Particulars	Documents Received
Age Proof	
Identity Proof	
Address Proof	
Consent & Revised Benefit Illustration	
Medical Reports	

5. In case of any clarification/discrepancy, Call us toll free on our customer service helpline 18002679090 or email us at info@sbilife.co.in, also you may visit us at www.sbilife.co.in
 6. Register on our **Customer Self Service website** <http://mypolicy.sbilife.co.in> to avail various online services available.
 7. All your servicing requests should be submitted only to your local SBI Life service branch as mentioned above or at your nearest SBI Life branch.
 8. Please note that the digitally signed copy of your policy document is available on our website www.sbilife.co.in. This can be viewed in a secure manner through one time password. Please visit our website for details.
- Please check all details. Please make sure that the policy document is kept safely.

Free Look Option
You can review the terms and conditions of the policy, within 15 days, from the date of receipt of the policy document, for policies other than electronic policies and policies sourced through any channel other than Distance Marketing and within 30 days, from the date of receipt of the policy document, for electronic policies and policies sourced through Distance Marketing Channel, and if you disagree with any of those terms and conditions, you have the option to return the policy seeking cancellation of the policy, stating the reasons for your objection.
Your request for cancellation of the policy under the free look option must reach our SBI Life Office within a period of 15 days or 30 days, as the case may be, as mentioned above. Premiums paid by you will be refunded after deducting stamp duty and cost of medical expenses incurred, if any. The proportionate risk premium for the period of cover will also be deducted.

We always look forward to be your preferred Life Insurance Company for all your Life Insurance needs.

Part A

**SBI Life – Smart Future Choices Policy Document (UIN: 111N127V01)
Individual, Non-Linked, Participating Life Insurance Savings Product**

Yours truly,

<signature>

<<(Name of Signatory)>>

<<(Designation of Signatory)>>

Note: The translated version of this letter in the regional language is printed overleaf for your convenience. However, should there be any ambiguity or conflict between these two versions, the English version shall prevail.

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Welcome Letter – Regional Language

SAMPLE

First Premium Receipt

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KEY FEATURES DOCUMENT

Congratulations on your purchase. SBI Life –Smart Future Choices (UIN: 111N127V01) offers you life cover along with savings.

1	Aim of policy	SBI Life - Smart Future Choices, an individual, non-linked, participating, life insurance savings product which provides you with life cover throughout the policy term along with wealth creation through savings. This product also allows you to choose benefit payouts as lump sum or as flexible payments.
2	Benefits of the policy	The policy offers the following benefits : 1. Death Benefit : On Death of the life assured during the policy term, provided the policy is In-force, Death Benefit as explained in clause 3.3 of Part C of this policy document is payable. 2. Survival Benefit: On survival till specified intervals of the policy term, provided the policy is In-force, Survival Benefits are payable as explained in Clause 3.4 of Part C of this policy document. Survival Benefit is only available under 'Flexi Choice' benefit option. 3. Maturity Benefit: On surviving till the end of policy term, provided the policy is In-force, Maturity Benefit is payable as explained in Clause 3.5 of Part C of this policy document.
3	Other benefits	Auto cover period : This is available under the product during which if atleast first 2 full policy years' premiums have been paid and any subsequent premium is not duly paid, Auto Cover Period of 1 year from the due date of first unpaid premium shall be available and if atleast 5 full policy years' premiums have been paid and any subsequent premium is not duly paid, Auto Cover Period of 2 years from the due date of first unpaid premium shall be available. Please refer Clause 3.6 of Part C of this policy document
4	Policy Surrender	The policy acquires Surrender Value only if at least first 2 full policy years' premiums have been paid. The policyholder may surrender an in-force policy or paid-up policy any time during the policy term.
5	Paid Up Value	A policy acquires paid-up benefit only if full premiums have been paid for at least first two consecutive policy years. A policy shall lapse without acquiring paid-up benefits, if less than first two full consecutive year's premiums have been paid by the policyholder and any subsequent premiums have not been paid. A lapsed policy can be revived within a period of 5 consecutive years from the date of first unpaid premium.
6	Loans on the Policy	Policy Loan is not available under this policy.
7	Exclusions	Suicide Exclusion: In case of death due to suicide, within 12 months from the date of commencement of risk under the policy or from the date of revival of the policy, as applicable, the nominee or beneficiary of the policyholder shall be entitled to at least 80% of the total premiums paid till the date of death or the surrender value available as on the date of death whichever is higher, provided the policy is in-force. After paying the benefit as applicable, the contract will be terminated
8	Grace period	A grace period of 30 days from the premium due date will be allowed for payment of yearly and half-yearly premiums and 15 days for monthly premiums. Your policy will be treated as in-force during the grace period

9	Revival	If premiums are not paid within the grace period and the policy is not surrendered, the policy may be revived for full benefits within a revival period while the life assured is still alive. The revival period is equal to 5 consecutive years from the date of the first unpaid premium.
10	Free look provision	You can review the terms and conditions of the policy, within 15 days for policies other than electronic policies and policies sourced through any channel other than Distance Mode and within 30 days for electronic policies and policies sourced through Distance Mode, from the date of the receipt of the policy document and if you disagree with any of those terms and conditions, you have the option to return the policy to the company for cancellation stating the reasons for your objection. Your request for cancellation of the policy under the free look option must reach our SBI Life Office within a period of 15 days or 30 days, as the case may be, as mentioned above. Premiums paid by you will be refunded subject only to a deduction of proportionate risk premium for the period of cover and the expenses incurred on medical examination of the proposer and stamp duty charges. You cannot revive or restore your policy once you have returned your policy
11	Tax	<p>Payable – You are liable to pay Applicable Taxes and/or any other statutory levy/duty/ surcharge, at the rate notified by the State Government or Central Government of India from time to time, as per the applicable tax laws on premium and/or other charges (if any) as per the product feature.</p> <p>Benefit – Income tax benefit/deduction is available under section (u/s) 80C of the Income Tax Act, 1961 ("Act). However, in case the premium paid during the financial year exceeds 10% of the sum assured, the benefit will be limited up to 10% of the sum assured.</p> <p>Income tax exemption u/s 10(10D) of the Act is available at the time of maturity/surrender, subject to the premium not exceeding 10% of the sum assured in any of the years during the term of the policy. Death proceeds are not taxable.</p> <p>Tax benefits, are as per the provisions of the Income Tax laws & are subject to change from time to time. Please consult your tax advisor for further details.</p>
12	Claim	Details are mentioned in the Clause 8 of Part D of this Policy Document. Contact the Company or your advisor or bank branch, for further details.

Note: This document contains brief information about the key features of the Product. The same shall not be construed as terms and conditions of the Policy or part thereof. For detailed terms and conditions governing the Policy, please read all parts of the Policy document. In case of any conflict between the information given in the Key Features document and the terms and conditions of the policy, the terms and conditions of the Policy document shall prevail.

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SBI Life Insurance Company Limited

Registration Number: 111

Regulated by IRDAI

POLICY DOCUMENT

SBI LIFE – Smart Future Choices

UIN:<< 111N127V01 >>

(AN INDIVIDUAL , NON-LINKED, PARTICIPATING LIFE INSURANCE
SAVINGS PRODUCT)

Registered & Corporate Office: SBI Life Insurance Co. Ltd, "Natraj", M.V. Road & Western Express Highway Junction, Andheri (East), Mumbai - 400 069.

Website: www.sbilife.co.in | Email: info@sbilife.co.in |
CIN: L99999MH2000PLC129113 | IRDAI Regn. No. 111
Toll Free: 1800 267 9090 (Between 9.00 am & 9.00 pm)

Policy Preamble

Welcome to your **SBI Life –Smart Future Choices** policy and thank you for preferring **SBI Life Insurance Company Limited** to provide you with insurance solutions. The UIN allotted by IRDAI for this product is 111N127V01.

The information you have given in your proposal form, personal statement together with any reports or other documents and declarations submitted by you form part of this contract of insurance with us. Your policy document, comprising this policy schedule along with the policy booklet and any endorsements, is evidence of the contract. You should read these carefully to make sure that you are satisfied. Please keep these in a safe place.

We request you to read this policy schedule along with the policy booklet. If you find any errors, please return your policy document for effecting corrections.

SBI Life –Smart Future Choices provides an excellent package of insurance cum investment solution. In return for your premiums we will provide benefits as described in the following pages of the policy document. The benefits available under this policy are subject to the payment of future premiums as and when due.

Your Policy is an Individual, Non-Linked, Participating Life Insurance Savings Product and you are entitled to a share of the profits under this policy. You would be entitled to profits subject to the policy being in-force.

The benefits will be paid to the person(s) entitled as set out in the policy document, if such benefits have become payable and subject to the title of the persons claiming the payments.

Please communicate any change in your mailing address or any other communication details as soon as possible.

If you require further information, please contact us or the Intermediary / Agent mentioned below.

<<Intermediary / Agent>> Details: <<name>><<code>>
<< mobile number or landline number if mobile not available>>.

Policy Schedule

Identification

1. Policy Number	<< as allotted by system >>
2. Proposal No.	<< from the proposal form >>
3. Proposal Date	<< dd/mm/yyyy >>
4. Customer ID	<<as allotted by system >>

Personal information

5. Name of the life assured	<< Title / First Name / Surname of the life assured>>	
6. Name of proposer/policyholder	<< Title / First Name / Surname of the policyholder>>	
7. Date of Birth	Life Assured	Policyholder
	<< dd/mm/yyyy >>	<< dd/mm/yyyy >>
8. Age at entry	Life Assured	Policyholder
9. Gender	Life Assured	Policyholder
	<< Male / Female/Third Gender >>	<< Male / Female/ Third Gender>>
10. Mailing Address	<< Address for communication >>	
11. Telephone Number with STD Code of the policyholder		
12. Mobile Number of the policyholder	<< Mobile number of the proposer >>	
13. E-Mail ID of the policyholder	<< E-Mail ID of the proposer >>	

Nomination

14. Name of the Nominee(s)	Relationship with the life assured	Age	% Share
15. Name of the Appointee(s)	Relationship with nominee	Age	

Important dates	
16. Date of commencement of policy	<< dd/mm/yyyy >>
17. Date of commencement of risk	<< dd/mm/yyyy >>
18. Policy anniversary date	<< dd/mm >>
19. Premium due dates	<<>>
20. Due Date of Last Premium	<< dd/mm/yyyy >>
21. Date of maturity of policy	<< dd/mm/yyyy >>
22. Period for change request of the payout option	<< dd/mm/yyyy >> to << dd/mm/yyyy >>

Basic policy information	
23. Benefit Option opted at inception	<< Classic Choice/ Flexi Choice >>
24. Annualized Premium	<<>>
25. Premium frequency	<<Yearly / Half-Yearly / Monthly >>
26. Basic Sum Assured (Rs.)	<<>>
27. Guaranteed Sum Assured at Maturity Based on Benefit Option chosen at inception	<<based on option, PT & PPT combination%>> Basic Sum Assured
28. Bonus type opted	<<Cash Bonus or Deferred Cash Bonus >>

Policy Benefit Payment Schedule	
29. If Classic Choice is the selected Benefit Option	<< No survival benefits payable Maturity Benefit payable on dd/mm/yyyy >>
30. If Flexi Choice is the selected Benefit Option	<< Survival benefits payable on dd/mm/yyyy and dd/mm/yyyy Maturity Benefit payable on dd/mm/yyyy >>

Base Policy					
Benefit	Basic Sum Assured (Rs.)	Policy Term (Years)	Premium Payment Term (Years)	Installment Premium (Rs.)	
Base Policy	<<>>	<<>>	<<>>	<<>>	
Total Installment Premium, excluding	<<>>				

Part A

**SBI Life – Smart Future Choices Policy Document (UIN: 111N127V01)
Individual, Non-Linked, Participating Life Insurance Savings Product**

applicable taxes (Rs.)	
Applicable Taxes (Rs.)	<<>> in the first year
Total Installment Premium including Applicable Taxes (Rs.)	<<>> in the first year
Applicable Rate of Tax*	First Year: <<xx.xx%>>
	Second Year onwards : <<%>>

*includes Applicable Taxes and/ or any other statutory levy/ duty/ surcharge, as notified by the Central and/or State Government from time to time as per the provisions of the prevalent tax laws.

Applicable clauses

<< To be printed only when the policyholder is staff member
We have enhanced your sum assured.

Percentage increase in Basic sum assured
<<6% >>

Signed for and on behalf of **SBI Life Insurance Company Limited,**

Authorised Signatory			
Name			
Designation			
Date		Place	

The stamp duty of Rs<<....>> (Rupees.....only) paid vide Letter of Authorisation no. <<.....>> dated <<.....>> issued by Pradhan Mudrank Karyalay.

<< Digital Signature >>

(Signature)
Proper Officer

Part A

**SBI Life – Smart Future Choices Policy Document (UIN: 111N127V01)
Individual, Non-Linked, Participating Life Insurance Savings Product**

We request you to read this policy schedule along with the policy booklet. If you find any errors, please return your policy document for effecting corrections.

***** End of Policy Schedule *****

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Policy Booklet

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Part B

This is your policy booklet containing various terms and conditions governing your policy. This policy booklet should be read in conjunction with the policy schedule and other related documents of your policy.

If you find any errors, please return the policy for effecting corrections.

1. Definitions

These definitions apply throughout your policy document.

The definitions are listed alphabetically.

Expressions	Meanings
1. Accumulated Deferred Cash Bonus	is the deferred cash bonus accumulated along with applicable interest
2. Accumulated Survival Benefit	is the deferred survival Benefit accumulated along with the applicable interest.
3. Age	is the age last birthday; i.e., the age in completed years.
4. Age at Entry	is the age last birthday on the date of commencement of your policy.
5. Annualized Premium	means the premium amount payable in a year chosen by the policyholder, excluding the applicable taxes, underwriting extra premiums and loadings for modal premiums, if any
6. Appointee	is the person who is so named in the proposal form or subsequently changed by an endorsement, who has the right to give a valid discharge to the policy monies in case of death of the Life Assured during the term of the policy while the nominee is a minor.
7. Assignee	is the person to whom the rights and benefits under this policy are transferred by virtue of an assignment under section 38 of the Insurance Act, 1938, as amended from time to time.
8. Basic Sum Assured	is the amount granted under the Base Policy at the time of inception of the policy based on which the maturity benefits, survival benefits and bonuses, if declared, will be applicable. The actual benefits payable either at the time of maturity or death are likely to be different from the Basic Sum Assured.
9. Beneficiary/Claimant	the person[s] nominated by the policy owner to receive the insurance benefits under the provisions of your policy. The Beneficiary/Claimant may be you, or the nominee or the assignee or the legal heirs as the case may be. The beneficiary/Claimant may be stated in the policy schedule or may be changed or added subsequently. In case the Beneficiary/Claimant is not stated in the policy or becomes invalid for any reason whatsoever, the Beneficiary/Claimant will be the person[s] as certified by a court of competent jurisdiction The terms beneficiary or claimant are interchangeable.
10. Birthday	is the conventional Birthday. If it is on 29th February, it will be considered as falling on the last day of February.

Expressions	Meanings
11. Business day	is our working day.
12. Cash Bonus	is the amount that is expressed as a percentage of basic sum assured under the policy, if declared by the Company, in any year. It is declared at the end of each financial year based on statutory valuation. Bonus is not guaranteed under the policy.
13. Date of Commencement of Policy	is the start date of the policy.
14. Date of Commencement of Risk	is the date from which the insurance cover under the policy commences.
15. Date of Maturity of Policy	is the date on which the term of the policy expires in case the policy is not terminated earlier.
16. Date of Revival	is the date on which the policy benefits are restored at the conclusion of the revival process.
17. Date of Surrender	is the date on which we receive a communication from you requesting for surrender of the policy with all the necessary requirements. In case the requirements are not received in full, the date of surrender will be the date on which the last requirement for surrender of policy is received.
18. Death benefit	means the benefit which is payable on death of the life assured during the policy term, as stated in the policy document.
19. Endorsement	a change in any of the terms and conditions of your policy, agreed to or issued by us, in writing.
20. Financial Year	is the period commencing from 1 st April to the following 31 st March or such other period as may be notified by the Government.
21. Free-look Period	is the period during which the policyholder has the option to return the policy and cancel the contract, if he/she is not satisfied with the terms and conditions of the policy.
22. Grace Period	is the time granted by us from the due date for the payment of premium, without any penalty or late fee, during which time the policy is considered to be in-force with the risk cover without any interruption as per the terms & conditions of the policy.
23. Guaranteed Surrender Value	is the minimum guaranteed amount of Surrender Value of the Policy, if eligible and payable to the policyholder on the surrender of the Policy.
24. In-force	is the status of the policy when all the due premiums have been paid up to date.
25. Installment premium / Premium	is the contractual amount, called premium, payable by you on each Premium Due Date in order to keep the insurance cover in force under the provisions of your policy. Underwriting extra, Applicable taxes and levies, if any, are also payable in addition.
26. Instrument	cheque, demand draft, pay order etc.
27. Insurance Cover	means coverage for Insured Event. On occurrence of the insured event, the contingent benefits are payable to the Policyholder or Nominee or assignee or legal heir, as the case may be, and the insurance cover will cease thereafter.
28. Lapse	is the status of the policy when a due premium is not paid before the expiry of grace period.

Expressions	Meanings
29. Legal Heir	means the person(s) legally eligible to receive the insurance benefits under the provisions of the policy.
30. Life assured	is the person in relation to whom, insurance cover and other benefits are granted under the policy.
31. Limited premium	is the Installment Premium payable over the Premium Payment Term at the chosen Premium Frequency.
32. Maturity Benefit	is the benefit payable on maturity of the policy
33. Minor	is a person who has not completed 18 years of age.
34. Nominee	is the person who is named as the Nominee in the proposal form or subsequently changed by an Endorsement, as per Section 39 of the Insurance Act, 1938 as amended from time to time, who has the right to give a valid discharge to the policy monies in case of the death of the Life Assured, during the term of the policy if such nomination is not disputed.
35. Our, Us, We , Company	SBI Life Insurance Company Limited or its successors. We are regulated by the Insurance Regulatory and Development Authority of India (IRDAI). The registration number allotted by IRDAI is 111.
36. Participating	means that your policy would be entitled to a share of the profits emerging from our 'participating life insurance business' and would be paid as bonus, if declared.
37. Paid-up	is the status of the policy if premiums have been paid for at least first 2 consecutive years and thereafter premiums are not paid within the grace period.
38. Policyholder	is the owner of the policy and is referred to as the proposer in the proposal form. The policyholder need not necessarily be the same person as the life assured.
39. Policy Anniversary	is the same date each year during the policy term as the date of commencement. If the date of commencement is on 29th of February, the policy anniversary will be the last date of February.
40. Policy Document	means the policy schedule, policy booklet, endorsements (if any). Any subsequent written agreements (if any) mutually agreed by you and us during the term of the policy also forms a part of the Policy document.
41. Policy Month	is the period from the date of commencement to the date one day prior to the corresponding date in the following calendar month or similar periods thereafter beginning from the dates in any calendar month corresponding to the date of commencement of policy. If the said corresponding date is not available in a calendar month, then the last day of the calendar month will be considered for this purpose.
42. Policy Schedule	is the document that sets out the details of your policy.
43. Policy Term	is the period commencing with the Date of Commencement of the Policy and terminating with the Date of Maturity, as the case may be, during which the contractual benefits are payable

Expressions	Meanings
44. Policy Year	is the period between two consecutive policy anniversaries; by convention, this period includes the first day of the policy anniversary and excludes the next policy anniversary day.
45. Premium Due Date	are the due dates on which the installment premiums are payable periodically as indicated in the Policy Schedule, during the Premium Payment Term. If the said corresponding date is not available in a calendar month, then the last day of the calendar month will be considered for this purpose.
46. Premium Frequency	is the period between two consecutive premium due dates at which the installments are payable under the policy; the premium frequency can be either of Yearly, Half-yearly, or Monthly.
47. Premium Payment Term (PPT)	is the period, in years, over which premiums are payable.
48. Revival	means restoration of the policy, which was discontinued due to the non-payment of premium, with all the benefits mentioned in the policy document, upon the receipt of all the premiums due and other charges or late fee if any, as per the terms and conditions of the policy, upon being satisfied as to the continued insurability of the insured or policyholder on the basis of the information, documents and reports furnished by the policyholder, in accordance with Board approved Underwriting policy.
49. Revival period	is a period of 5 consecutive years from the due date of first unpaid premium .
50. Surrender	is the complete withdrawal or voluntary termination of the entire policy.
51. Surrender Value	is an amount, if any , that becomes payable in case of surrender, in accordance with the terms and conditions of the policy.
52. Survival Benefit	means the benefit, which is payable on survival of life assured at specific intervals, depending on the benefit payout option chosen, , in accordance with the terms and conditions of the policy.
53. Terminal Bonus	is the amount which may be paid over and above the cash bonus and is payable at the time of termination of the policy, provided such a terminal bonus is declared by us and your policy is eligible for such terminal bonus.
54. Total Premiums paid / received	means total of all the premiums received, excluding any extra premiums and applicable taxes.
55. Underwriting	-is the process of classification of lives into appropriate homogeneous groups based on the risks covered. -based on underwriting, a decision is taken on whether a risk cover can be granted and if so at what rates of premium and under what terms.
56. You, Your	is the person named as the Policyholder.

Part B**SBI Life – Smart Future Choices Policy Document (UIN: 111N127V01)
Individual, Non-Linked, Participating, Life Insurance Savings Product**

The above definitions are provided only for the purpose of proper comprehension of the terms & phrases used in the policy document. The actual benefits under the policy are payable strictly as per the terms and conditions of the policy only.

2. Abbreviations

Abbreviation	Stands for
IRDAI	Insurance Regulatory and Development Authority of India
Rs.	Indian Rupees
UIN	Unique Identification Number (allotted by IRDAI for this product)
GSV	Guaranteed Surrender Value
SSV	Special Surrender Value
PPT	Premium Payment Term
KYC	Know Your Customer

These abbreviations bear the meanings assigned to them elsewhere in the policy booklet.

Part C

3. Policy Benefits

3.1. Participation in Profits and Bonus

- 3.1.1. Your Policy gets a share of the profits emerging from our 'participating life insurance business' in the form of Cash Bonus and Terminal Bonus, if declared.
- 3.1.2. We will declare the cash bonus at the end of each financial year and it will be based on the Statutory Valuation carried out under the prevailing regulations.
- 3.1.3. The Cash Bonus(es), if declared for first policy year and second policy year shall be payable at the end of second policy year, along with interest, provided the policy is in-force. From third policy year onwards, the cash bonus, if declared is payable at the end of every subsequent policy year. To be eligible for bonus, you should pay your premiums regularly, without fail and your policy should be in force as on the date of reckoning the eligibility for bonus. You will not be entitled to bonus unless you pay at least two full policy years' premiums under your policy.
- 3.1.4. You also have option of taking accumulated deferred cash bonus(es) any time during the policy term from the third policy year onwards.
- 3.1.5. Company will pay you the bonuses as per the option chosen by you
- 3.1.5.1. If Cash Bonus is opted, we will pay the cash bonus as per clause 3.1.3
- 3.1.5.2. If Deferred Cash Bonus is opted, we will pay the Accumulated value of the cash bonus (es) , which have not been paid to you in the past, if any, at the time of settlement of death claim or on surrender or on request , in lumpsum, at any point of time during the policy term from the third policy year onwards or along with the settlement of maturity claim, as the case may be.
- 3.1.5.3. The interest rate used for accumulating the cash bonus (es) will be equal to the RBI Reverse Repo rate less 100 basis points as on 1stApril of the financial year in which the accumulated amount is payable. Currently the Reverse Repo rate is 4.00% p.a. for financial year 2020-2021 and hence the applicable interest rate for Financial Year 2020-21 is 3.00%.
- 3.1.6. We may also declare the terminal bonus, if any, based on the Statutory Valuation and our experience. The terminal bonus may be payable at the time of payment of death claim or maturity claim, as the case may be, provided such terminal bonus is declared under the policy.
- 3.1.7. On surrender of the policy, cash value of the terminal bonus is payable, provided such terminal bonus is declared and your policy is eligible for such terminal bonus.
- 3.1.8. You can change the option of payment of future Bonuses, from Cash Bonus to Deferred Cash Bonus and vice-versa, by sending a written request at least 30 days prior to end of policy year and will be effective from next policy anniversary.
- 3.1.9. The bonus option can be changed multiple times during the term of the policy.
- 3.1.9.1. Such request will only be applicable for future cash bonus(es) (if declared). In case earlier cash bonus(es) were deferred, the same will continue to accrue interest and can be withdrawn only in lumpsum through a separate request.
- 3.1.10. You also have an option to withdraw the accumulated value of Deferred Cash Bonuses in lumpsum, anytime during the remaining policy term.

- 3.1.11. In case you are not entitled to any benefits under the policy as per the terms and conditions of the policy, you are not entitled to the payment of bonus as well.
- 3.1.12. In case you do not pay the premiums when due, your Policy will cease to participate in profits.

3.2. Payout Benefit Options

You will be eligible for following benefits based on option opted at inception of the policy.

3.2.1.1. Classic Choice:

- 3.2.1.1.1. Death Benefit is available throughout the policy term as explained in clause 3.3
- 3.2.1.1.2. No Survival Benefits will be payable during the policy term
- 3.2.1.1.3. Maturity benefit would be payable at the end of policy term, as explained under clause 3.5.1

3.2.1.2. Flexi Choice:

- 3.2.1.2.1. Death Benefit is available throughout the policy term as explained in clause 3.3
- 3.2.1.2.2. Survival Benefit will be payable at the end of specified duration, based on both the premium payment term and policy term, opted at inception, as explained in clause 3.4.2.1
- 3.2.1.2.3. Maturity benefit would be payable at the end of policy term, as explained under clause 3.5.2.

- 3.2.2. You may change the Payout Benefit Options selected at inception within nine months from the date of expiry of Premium Payment Term, by writing to us.
- 3.2.3. This option to change the Payout Options will be available only once, i.e. within nine months from the date of expiry of Premium Payment Term.

3.3. Death Benefit

- 3.3.1. If your Policy is in-force as on the date of death of the life assured, then higher of following benefits would be payable

- 3.3.1.1. Sum assured on death* *plus* Accumulated Deferred Cash Bonuses, if any, *plus* Terminal bonus, if declared.

- 105% of total premiums received upto the date of death

*Where Sum assured on death is 11 times of annualized premium

- 3.3.2. For Flexi Choice, in addition to benefits in clause 3.3.1, Accumulated Survival Benefits, if any, will also be payable
- 3.3.3. If your policy is under Auto Cover Period (refer clause 3.6) then the benefits as in clause 3.3.1 and clause 3.3.2, as applicable would be payable after deduction of
 - 3.3.3.1. the unpaid premium[s] in respect of the policy up to the date of death, and
 - 3.3.3.2. the balance premium for the policy year during which death has occurred

- 3.3.4. If your Policy is not in-force and the Auto cover period has also expired, but your policy has acquired paid-up value, we will pay the paid-up value on death, if death occurs during the policy term.
- 3.3.4.1. Paid-up Value on death is the Paid-up Sum Assured on death *plus* Accumulated Deferred Cash Bonuses, if any, *plus* terminal bonus, if declared.
- Where Paid-up Sum Assured on death shall be equal to {Sum Assured on Death * (No. of premiums paid / Total no. of premiums payable)}
- 3.3.4.2. For Flexi Choice, in addition to benefits in clause 3.3.4.1, Accumulated Survival Benefits, if any, will also be payable
- 3.3.5. If your policy is not in-force and has not acquired any paid-up value, nothing shall be payable under the policy and the contract comes to an end automatically.
- 3.3.6. Your nominee/beneficiary will have an option to take the entire death benefit payable under the policy, [if claim is found admissible and payable] either in lumpsum (subject to clause 3.3.6.1) or in installments, as annual / half yearly / quarterly / monthly installments for a period of 5 years, through request in writing at the time of death claim intimation.
- 3.3.6.1. The minimum Installment amount for various modes will be as below:

Mode of Installment Payment	Minimum Installment Amount (Rs)
Monthly	5,000
Quarterly	15,000
Half Yearly	25,000
Yearly	50,000

- 3.3.6.2. First installment shall be payable on the date of admission of death claim, if found payable.
- 3.3.6.3. The installments payable is equal to the total amount to be taken in the form of installments multiplied by the below mentioned installment factors:

Year / Frequency	Yearly	Half Yearly	Quarterly	Monthly
5	21.60%	11.12%	5.53%	1.84%

- 3.3.6.4. The installment amount as derived above shall be guaranteed for the entire installment payment period.
- 3.3.6.5. Nominee may at any time during the installment payout period, can opt to take the remaining installments in a lump sum which will be equal to the discounted value of the remaining instalments amount. The discount rate will be 4% p.a..
- 3.3.7. The death claim benefits as detailed under this section are payable if and only if the claim is found admissible and payable. The company may repudiate the claim if valid grounds exist.

3.4. Survival Benefits

- 3.4.1. **Classic Choice**– No survival benefits are payable during the policy term.
- 3.4.2. **Flexi Choice:**
- 3.4.2.1. Survival Benefit of 10% of Basic Sum Assured is payable on survival of life assured till the end of specified durations provided the policy is in-force , based

on both the premium payment term and policy term opted at inception, as given in your Policy Benefit Payment Schedule (clause 30 under Part A)

- 3.4.2.2. If your Policy is not in-force but has acquired paid-up value, then on survival of life assured till the end of specified durations (as specified under Policy Benefit Payment Schedule Clause 31) survival benefits equal to 10% of Paid up Basic Sum Assured will be payable.

- Where Paid-up Basic Sum Assured shall be equal to {Basic Sum Assured
 * (No. of premiums paid / Total no. of premiums payable)}

If your policy has not acquired any paid up value, no benefit shall be payable under your policy.

- 3.4.3. You will have an option to defer the payment of due Survival Benefits by writing to us at least three months prior to the due date of Survival Benefits.

- 3.4.3.1. If we have received request to defer the first Survival Benefit as applicable, the same will be considered for the second benefit also until and unless you write to us at least three months prior to due date of second survival benefit requesting that the same should be paid when due and visa-versa.

3.4.3.1.1. Such request will only be applicable for future survival benefit payable. In case earlier survival benefit was deferred, the same will continue to earn interest.

- 3.4.3.2. Deferred Survival Benefits , as applicable, will earn interest at a rate which will be RBI Reverse Repo rate less 100 basis points as on 1st April of the financial year, in which the accumulated amount is payable. Currently the Reverse Repo rate is 4.00% pa for Financial year 2020-2021 and hence the applicable interest rate for Financial Year 2020-21 is 3.00%.

- 3.4.3.3. These benefits can be withdrawn in lumpsum at any time during the policy term or will be payable on death / surrender or maturity, whichever is earlier.

3.5. Maturity Benefit

- 3.5.1. **Classic Choice**– On survival of the life assured till the end of policy term the Guaranteed Sum Assured on Maturity *plus* Accumulated Deferred Cash Bonuses, if any, *plus* Terminal bonus, if declared, would be payable

3.5.1.1. Where Guaranteed Sum Assured on Maturity under this choice is based on premium, premium payment term and policy term together as opted at inception and is given in your Policy Benefit Payment Schedule (Clause 27 under Part A)

- 3.5.2. **Flexi Choice**– On survival of the life assured till the end of policy term the Guaranteed Sum Assured on Maturity *plus* Accumulated survival benefits, if any *plus* Accumulated Deferred Cash Bonuses, if any *plus* Terminal bonus, if declared, would be payable

3.5.2.1. Where Guaranteed Sum Assured on Maturity under this choice is 80% of Basic Sum Assured.

- 3.5.3. If your Policy is not in-force but has acquired paid-up value, we will pay the paid-up value on maturity, if the life assured survives till the end of policy term.

3.5.3.1. Paid-up Value on maturity is the Paid-up Sum Assured on maturity *plus* Accumulated survival benefits, if any *plus* Accumulated Deferred Cash Bonuses, if any *plus* terminal bonus, if declared.

- Where Paid-up Sum Assured on maturity shall be equal to {Guaranteed Sum Assured on Maturity * (No. of premiums paid / Total no. of premiums payable)}

- 3.5.3.1.1. Please note that Accumulated survival benefits, if any, will only be applicable if Flexi Choice has been opted.
- 3.5.4. At maturity, the maturity benefit is paid in lump sum.
- 3.6. Auto – Cover Period**
- 3.6.1. If you have discontinued paying premium under your policy, Auto Cover period will be applicable to your paid –up policy as follows
- 3.6.1.1. Auto Cover Period of 1 Year from date of First Unpaid Premium, if you have paid at least first two full policy year’s premiums but less than 5 full policy year’s premiums and any subsequent premiums are not duly paid.
- 3.6.1.2. Auto Cover Period of 2 Years from date of First Unpaid Premium, if you have paid at least first five full policy year’s premiums and any subsequent premiums are not duly paid.
- 3.6.1.3. Auto cover is not available if you have not paid at least two policy years’ full premiums.
- 3.6.2. During the Auto Cover Period the following benefits will be payable
- 3.6.2.1. Death Benefit as applicable to in-force policy will be payable subject to recovery of unpaid premiums as explained under clause 3.3.3
- 3.6.2.2. All other benefits as applicable to paid-up policies will be payable.
- 3.6.2.3. No Cash Bonus will be available during the Auto Cover Period. The accumulated deferred cash bonuses, if any, declared in the past and not paid before shall remain attached to the policy.

4. Premiums

- 4.1 You have to pay the premiums on or before the premium due dates or within the grace period.
- 4.2 You have to pay the premiums even if you do not receive renewal premium notice. We are not liable to send you any premium notices, whatsoever.
- 4.3 In addition to the premium, you are liable to pay the Applicable Taxes and/or any other statutory levy/duty/surcharge, on the premiums paid, at the rate notified by the State Government or Central Government of India from time to time, as per the applicable tax laws and any other charge as per the product features.
- 4.4 If we receive any amount in excess of the required premium, we will refund the excess. We will not pay any interest on this excess amount.
- 4.5 If we receive any amount less than the required premium, we will not adjust the said amount towards premium till you pay the balance of premium. We will not pay any interest on the amount received earlier.
- 4.6 The premium should always be paid in advance for full policy year. However, for your convenience, we may allow you other modes of payment of premium.
- 4.7 If your Policy is in force and it results in to death claim, the balance of premiums, if any, till the next Policy anniversary, as on the date of death shall be deducted from the benefits payable under the Policy, in case the claim is found admissible and payable.
- 4.8 The premium frequency can be changed only on a policy anniversary by sending a written request at least one month in advance. Change in premium frequency is subject to:
- 4.8.1 Minimum premium requirement for the requested premium frequency
- 4.8.2 Availability of the requested premium frequency on the day of change in premium frequency;

- 4.8.3 Premium rates/ tables applicable for the changed premium frequency will be the same as the premium rates/ tables applicable as on the date of commencement of policy
- 4.8.4 The installment premium may change depending upon the frequency chosen.

5. Grace Period

- 5.1. A period of 15 or 30 days post the premium due date will be available to you to pay the premium without interest.
 - 5.1.1. Grace period of 30 days is available for yearly and half-yearly frequency.
 - 5.1.2. Grace period of 15 days is available for monthly frequency.
- 5.2. Your policy will be treated as in-force during the grace period.
- 5.3. If you do not pay your due premiums before the end of grace period, your policy lapses or becomes paid-up, as the case may be.

Part D

6. Non-forfeiture Benefits

6.1. Paid-up Value

- 6.1.1. Your policy will acquire paid-up value only if you have paid at least first 2 full policy years' premiums.
- 6.1.2. Paid-up Value on death will be paid on death of the life assured during the policy term, as mentioned under clause 3.3.4
- 6.1.3. Paid-up Value on maturity will be paid on survival of life assured till the end of policy term, as mentioned under clause 3.5.3
- 6.1.4. If you have opted for Flexi Choice, we will pay Survival benefits, if any, as mentioned under clause 3.4.2.2
- 6.1.5. No Cash Bonus will be available from the date your policy has become paid-up. The accumulated deferred cash bonuses, if any, declared in the past before the policy acquiring paid-up value shall remain attached to the policy.
- 6.1.6. You may terminate your paid-up policy before maturity by surrendering the policy for surrender value.
- 6.1.7. If your policy has not acquired any paid up value and is in lapsed status, we will not be liable to pay you any amount either on survival or death or surrender or on maturity.

6.2. Surrender Value

- 6.2.1. You may surrender your policy during the term of the policy only if at least first two full policy years' premiums have been paid .
- 6.2.2. We will pay you either Guaranteed Surrender Value (GSV) or Non-Guaranteed Special Surrender Value (SSV), whichever is higher, if you decide to surrender your Policy
- 6.2.3. Accumulated Survival Benefit (only in case of Flexi Choice), if any and Accumulated Deferred Cash Bonus, if any will also be added to the Surrender Value.
 - 6.2.3.1. **Guaranteed Surrender Value**
 - 6.2.3.1.1. **For Classic Choice:** The Guaranteed Surrender Value (GSV) is equal to GSV factors multiplied by total premiums paid *Plus* Surrender value of the terminal bonus, if any.
 - 6.2.3.1.2. **For Flexi Choice:** The Guaranteed Surrender Value (GSV) is equal to (GSV factors multiplied by total premiums paid) *less* survival benefits (as specified under section 3.4) applicable till the date of surrender request is made, if any *Plus* Surrender value of the terminal bonus, if declared.
 - 6.2.3.1.3. The GSV factors will depend on the policy year in which the surrender request is made and are given below:

Policy Year	Policy Term (In Years)				
	12	15	20	25	30
1	0%	0%	0%	0%	0%
2	30%	30%	30%	30%	30%
3	35%	35%	35%	35%	35%
4	50%	50%	50%	50%	50%
5	50%	50%	50%	50%	50%

**SBI Life – Smart Future Choices Policy Document (UIN: 111N127V01)
Individual, Non-Linked, Participating Life Insurance Savings Product**

6	50%	50%	50%	50%	50%
7	50%	50%	50%	50%	50%
8	60%	56%	53%	52%	52%
9	70%	62%	56%	54%	54%
10	80%	68%	59%	56%	56%
11	90%	74%	62%	58%	58%
12	90%	79%	66%	60%	60%
13		85%	69%	63%	62%
14		90%	73%	65%	64%
15		90%	76%	68%	66%
16			80%	70%	68%
17			83%	73%	70%
18			87%	75%	72%
19			90%	78%	74%
20			90%	80%	76%
21				83%	78%
22				85%	80%
23				88%	81%
24				90%	83%
25				90%	84%
26					86%
27					87%
28					89%
29					90%
30					90%

6.2.3.1.3.1. The surrender value of the terminal bonus is calculated by multiplying the terminal bonus with bonus surrender value factor.

6.2.3.1.3.2. The bonus surrender value factors for various terms to maturity are given below:

Balance number of Years till the date of maturity from the date of surrender	Bonus Surrender Value Factors
0	30.00%
1	27.74%
2	25.66%
3	23.73%
4	21.96%
5	20.32%
6	18.81%
7	17.41%
8	16.13%
9	14.94%

10	13.85%
11	12.85%
12	11.92%
13	11.07%
14	10.29%
15	9.57%
16	8.91%
17	8.30%
18	7.75%
19	7.24%
20	6.78%
21	6.35%
22	5.96%
23	5.60%
24	5.28%
25	4.98%
26	4.71%
27	4.47%
28	4.25%
29	4.04%
30	3.86%

6.2.3.2. Non-Guaranteed Special Surrender Value (SSV)

6.2.3.2.1. SSV will be based on an assessment of the asset share progression at different durations of the policy.

6.2.3.2.2. The SSV for a Policy will depend on the Policy term, Premium payment term and the duration elapsed at the time of the Surrender.

6.2.3.3. The surrender of the policy shall extinguish all rights and benefits under your policy.

7. Revival

- 7.1. If premiums are not paid within the grace period, your policy will lapse or become paid up. No benefits are then payable under your policy if your Policy has not acquired paid-up value.
- 7.2. You can revive your policy during its revival period of 5 consecutive years from the date of the First Unpaid Premium.
- 7.3. You should write to us during the revival period requesting the revival of your policy.
- 7.4. You have to submit Good Health Declaration and satisfy other underwriting requirements, if any. We may charge extra premium based on Company's board approved underwriting policy.
- 7.5. We may accept or reject your revival request. We will inform you about the same.
- 7.6. You have to pay all due premiums, not paid during the revival period, along with interest. The due premiums would include installment premium including any extra premiums intimated to you at the inception of your policy.

- 7.7. The interest will be charged at a rate declared by us from time to time and any revision in the basis of interest rate calculation will be with the prior approval of IRDAI. The company policy currently is based on the nominal interest rate per annum and is 250 basis points greater than the benchmark yield of Repo Rate as on 1st April of each of the Financial Year and it will be compounding on a half-yearly basis. For Financial Year 2020-21, the revival interest rate applicable is 6.90% p.a.
- 7.8. You cannot revive your policy after the expiry of the revival period.
- 7.9. Revival shall not be effective unless we accept the revival and intimate you the same in writing.
- 7.10. Once the revival is accepted and effected, your policy shall be eligible for the following benefits:
- 7.10.1. Survival Benefits, if any, as applicable for an in force policy from the date of revival depending on the option chosen. The difference between the Survival benefits for in force policies, if any and the Survival Benefits paid, if any during the period under which the policy was in Paid up state would be payable.
- 7.10.2. Cash Bonus: The Cash Bonus due to be paid while the policy was in lapse or Paid up state would be payable on the date of revival.
- 7.10.3. In case of revival of a lapsed policy, where the policyholder has opted not to defer the cash bonus(es) then the cash bonus(es) due during the period the policy was in lapsed status, will not earn any interest and the cash bonus(es) will be paid in lump sum at the end of 2nd policy year or date of revival, whichever is later.
- 7.10.4. In case of revival of a paid-up policy, where the policyholder has opted not to defer the Cash Bonus(es) / Survival Benefits then the Cash Bonus(es) / Survival Benefits due during the period the policy was in paid-up status, will not earn any interest and the Cash Bonus(es) / Survival benefit due will be paid in lump sum on the date of revival.
- 7.10.5. In case of revival of a lapsed or paid-up policy, if the policyholder had opted to defer the Cash bonus(es) / Survival benefits, all benefits of in-force policy would be restored from the date of revival.

8. Claims

8.1. Death Claim

- 8.1.1. The policyholder, nominee or the legal heir, as the case may be, should intimate us about the death of the life assured in writing, stating at least the policy number, cause of death and date of death.
- 8.1.2. We will require the following documents to process the claim:
- 8.1.2.1. Original policy document
- 8.1.2.2. Original death certificate from municipal / local authorities
- 8.1.2.3. Claimant's statement and claim forms in prescribed formats
- 8.1.2.4. Hospital records including discharge summary, etc. wherever applicable
- 8.1.2.5. Any other documents including post-mortem report, first information report where applicable
- 8.1.2.6. Any other document which SBI Life in its discretion may call, if found necessary in support of the claim
- 8.1.3. Claim under the policy may be filed with us within 90 days of date of claim event.
- 8.1.4. However, without prejudice, in case of delay in intimation or submission of claim documents beyond the stipulated period in the policy document or in the Statutes, We, may condone such delay and examine the admissibility or otherwise of the claim, if such delay is proved to be for reasons beyond the control of the nominee/claimant.
- 8.1.5. We will pay the claim, if found admissible, to the assignee, if the policy is assigned.
- 8.1.6. If the policy is not assigned, and
- 8.1.6.1. you are not the life assured, we will pay you or your legal heir
- 8.1.6.2. you are the life assured, we will pay

- 8.1.6.2.1. the nominee, if the nominee is not a minor
- 8.1.6.2.2. the appointee, if the nominee is a minor
- 8.1.6.2.3. your legal heir, if there is no nomination or if nomination is not valid.
- 8.1.7. We may ask for additional information related to the claim.
- 8.1.8. You can claim death benefit only once under this plan.
- 8.1.9. If there is any dispute about the title under the policy, the benefits shall be paid only to the legal heir/s as certified by a court of competent jurisdiction.
- 8.1.10. For any claim related assistance, call us at our Claims Helpline on Toll free Number - 18002679090

8.2. Maturity Claim/Survival Claim

- 8.2.1. You will be required to submit the original policy document, the discharge form and KYC documents to any of our offices, along with your bank account details.
- 8.2.2. If you assign your policy, we will pay the claim to the Assignee.
- 8.2.3. If the policy is not assigned, we will pay the claim to you.

8.3. Surrender

- 8.3.1. We will require the original policy document and discharge form to process the surrender request.
- 8.3.2. If the policy is assigned, we will pay the surrender value to the assignee.
- 8.3.3. If the policy is not assigned, we will pay the surrender value to
 - 8.3.3.1. you or
 - 8.3.3.2. your legal heir, in case of death of policyholder subsequent to the date of submission of request for surrender of the policy but before payment of surrender value.
 - 8.3.3.3. We will pay the applicable death claim, if the death claim is found admissible, to your legal heir, in case of death of life assured subsequent to the date of request for surrender but before payment of surrender value.

9. Termination

9.1. Termination of your policy

- 9.1.1. Your policy will terminate at the earliest of the following:
 - 9.1.1.1. on payment of death benefit or
 - 9.1.1.2. on the date of maturity of the policy or
 - 9.1.1.3. on payment of surrender value or
 - 9.1.1.4. on payment of free-look cancellation amount or
 - 9.1.1.5. On your policy being in a lapsed status without acquiring any paid up value and after expiry of the revival period. However, death cover will terminate automatically if you fail to pay any renewal premium before the expiry of the grace period, provided the policy hasn't acquired paid up value.
 - 9.1.1.6. If it is found subsequent to issue of the policy that there is suppression of material facts or if it is noticed that false documents are submitted for obtaining the policy
 - 9.1.1.7. If it comes to the notice of our Company that the life assured is not prima facie eligible for insurance cover for any reason whatsoever

10. General Terms**10.1. Free look Period**

- 10.1.1. If you have purchased an electronic policy or a policy through distance mode , you have free look period of 30 days from the date of the receipt of this policy document to review its terms and conditions. If you are not satisfied, you can return the policy to the company for cancellation stating the reasons for objection.
- 10.1.2. If you have purchased the policy through a channel or mode other than that mentioned in 10.1.1. above, you have free look period of 15 days from the date of receipt of this policy document to review its terms and conditions. If you are not satisfied, you can return the policy to the company for cancellation, stating the reasons for objection.
- 10.1.3. We will then refund the premium paid subject only to deduction of the proportionate risk premium for the period of cover and the stamp duty charges paid and the expenses incurred on medical examination of the proposer incurred, if any
- 10.1.4. . You cannot revive or restore your policy once you have returned your policy.

10.2. Suicide Exclusion

- 10.2.1. In case of death due to suicide, within 12 months, we will not pay the death benefit.
- 10.2.2. We will calculate 12 months from the date of commencement of risk under the policy or from the date of revival of the policy, whichever is later.
- 10.2.3. We will pay 80% of the total premiums paid till the date of death, if death due to suicide occurs within 12 months from the date of commencement of risk, provided the policy is in force and thereafter the contract would be terminated.
- 10.2.4. In case of suicide within 12 months from the date of revival of the policy, we will pay either 80% of the total premiums paid till the date of death or the surrender value available as on date of death, if any, whichever is higher provided the policy is in force and thereafter the contract would be terminated.

10.3. Policy loan

- 10.3.1. Loan Facility is not available under your policy.

Part E

11. Charges

11.1. Charges

This being an individual, non-linked, participating, life insurance savings product, there are no explicit charges under this policy.

SAMPLE

Part F

12. General Terms – Miscellaneous

12.1. **Nomination**

- 12.1.1. If you are the policyholder and the life insurance cover is on your own life, you may, when effecting the policy or at any time before the policy matures for payment, nominate person or persons to whom the money secured by the policy shall be paid in the event of the death of the life assured.
- 12.1.2. If the nominee is a minor, you may appoint a person, competent to contract, as an appointee in the manner laid down by us, to receive the money secured by the policy in the event of death of the life assured during the minority of the nominee.
- 12.1.3. You may cancel or change the existing nomination.
- 12.1.4. An assignment or transfer of your policy under section 38 of the Insurance Act, 1938, as amended from time to time, shall cancel the nomination except under certain circumstances. Please refer to clause 9 under Section 39 – Nomination by Policyholder – Annexure II.
- 12.1.5. Your nomination should be registered in our records so as to make it binding on us.
- 12.1.6. For complete details about the nomination, please refer to Section 39 of the Insurance Act, 1938, as amended from time to time.

[A Leaflet containing the simplified version of the provisions of Section 38 & Section 39 is enclosed as Annexure – (I&II, respectively) for reference]

12.2. **Assignment**

- 12.2.1. You may assign the policy subject to the provisions of Section 38 of the Insurance Act, 1938, as amended from time to time.
- 12.2.2. We may decline to act upon any endorsement or deed of assignment if we have sufficient reasons and we will let you know in writing the reasons for such refusal.
- 12.2.3. You may prefer a claim to IRDAI within 30 days of receipt of our communication intimating you about our declining to act upon the transfer or assignment of your policy.
- 12.2.4. You may assign your policy wholly or in part.
- 12.2.5. You may assign your policy either absolutely or conditionally and at any point of time there can be only one assignment under your policy.
- 12.2.6. The assignment or reassignment of your policy should be registered with us so as to make it binding on us.
- 12.2.7. For complete details about the Assignment or transfer of the policy, please refer to Section 38 of the Insurance Act, 1938, as amended from time to time.

[A Leaflet containing the simplified version of the provisions of Section 38 is enclosed in Annexure – (I) for reference]

12.3. **Non-disclosure**

- 12.3.1. We have issued your policy based on your statements in your proposal form, personal statement, medical reports and any other documents that are submitted to us.
- 12.3.2. If we find that any of this information is inaccurate or false or you have withheld any material information, or in case of fraud, we will have a right to repudiate all the claims under your policy and / or cancel your policy and no benefit under the policy is payable.

- 12.3.3. If we repudiate the claim under your policy / and or cancel your policy on the grounds of fraud, we would forfeit the premiums received under your policy and we shall not entertain any claim under your policy.
- 12.3.4. If we repudiate death claim / and or cancel your policy on any grounds other than fraud, we may pay such amounts as are payable.
[A leaflet containing the simplified version of the provisions of Section 45 is enclosed in Annexure – III for reference.]
- 12.4. **Misstatement of Age**
- 12.4.1. If we find that the correct age of the life assured is different from that mentioned in the proposal form, we will check the insured's eligibility for the life cover as on the date of commencement of Policy.
- 12.4.2. If eligible,
- 12.4.2.1. If the correct age is found to be higher, we will reduce the basic sum assured (as applicable)
- 12.4.2.2. We will terminate your policy by paying surrender value, if any, if you disagree with the reduced basic sum assured
- 12.4.2.3. If the correct age is found to be lower, we will increase the basic sum assured (as applicable)
- 12.4.3. If not eligible,
- 12.4.3.1. We will terminate your policy.
- 12.4.3.2. We will refund the Total Premiums paid without interest after deducting the survival benefit already paid, if any and all applicable expenses like medical expenses, Stamp duty, Proportionate Risk premium along with applicable taxes, cesses and levies, etc., incurred by us under the Policy.
- 12.5. **Taxation**
- 12.5.1. You are liable to pay the Applicable taxes and/or any other statutory levy/duty/surcharge, at the rate notified by the State Government or Central Government of India from time to time, as per the applicable tax laws on premium and/or other charges (if any) as per the product feature.
- 12.5.2. You may be eligible for Income Tax benefits/exemptions as per the applicable income tax laws in India, which are subject to change from time to time. You may visit our website for further details. Please consult your tax advisor for details.
- 12.5.3. We shall deduct income tax at source (TDS) on payments made under the policy as per the applicable income tax laws in India.
- 12.6. **Date formats**
Unless otherwise stated, all dates described and used in the policy schedule are in dd/mm/yyyy formats.
- 12.7. **Electronic transactions**
We shall accept premiums and pay benefits through any approved modes including electronic transfers.

12.8. Communications

- 12.8.1. We will communicate to you in writing and deliver our communication either by hand, or by post, or by facsimile, or by e-mail or any other available mode.
- 12.8.2. We will send correspondence to the mailing address you have provided in the proposal form or to the address subsequently changed and registered by you with us.
- 12.8.3. You should also communicate in writing and deliver the correspondence by hand, post, facsimile, e-mail or any other approved mode.
- 12.8.4. Your correspondence can be addressed to any of SBI Life branch offices or to its Central Processing Centre at the address below:
SBI Life Insurance Company Limited,
Central Processing Centre,
7th Level (D Wing) & 8th Level,
Seawoods Grand Central
Tower 2, Plot No R-1, Sector-40,
Seawoods, Nerul Node, Dist. Thane,
Navi Mumbai - 400 706
Telephone No.: + 91 - 22 - 6645 6785
E-mail: info@sbilife.co.in
- 12.8.5. It is important that you keep us informed of your change in address and any other communication details.

Part G

13. Complaints

13.1. Grievance redressal procedure

- 13.1.1. If you have any query, complaint or grievance, you may approach any of our offices.
- 13.1.2. You can also call us on our toll-free number: 1800 267 9090 (9 am to 9 pm and these timings are subject to change).
- 13.1.3. If you are not satisfied with our decision or have not received any response within 10 business days, you may write to us at:

Head – Client Relationship,
SBI Life Insurance Company Limited,
Central Processing Centre,
7th Level (D Wing) & 8th Level,
Seawoods Grand Central,
Tower 2, Plot No R-1, Sector-40,
Seawoods, Nerul Node, Dist. Thane,
Navi Mumbai – 400 706.
Telephone No.: +91 - 22 – 6645 6785
E-mail Id: info@sbilife.co.in

- 13.1.4. In case the complaint is not fully attended by us within 15 days of lodging the complaint through our Grievance Redressal Mechanism; you may escalate the complaint to IRDAI through the Integrated Grievance Management System (IGMS) website: <https://www.irdai.gov.in> (Other Links >> Online Registration of Policyholder Complaints or contact IRDAI Grievance Call Centre on toll-free number : 155255 / 1800 4254 732 or alternatively you may send an email on complaints@irdai.gov.in).
- 13.1.5. The postal address of IRDAI for communication for complaints by paper is as follows: Consumer Affairs Department, Insurance Regulatory and Development Authority of India, SY. No. 115/1, Financial district, Nanakramguda, Gachibowli, Hyderabad – 500 032.
- 13.1.6. In case you are not satisfied with our decision or not received a response within 30 days from the date of filing your complaints with us and the issue pertains to Rule 13 of Insurance Ombudsman Rules, 2017, you may approach the Insurance Ombudsman. You can make the complaint to the Ombudsman as per provision 13 and 14(3) of the said rules. The relevant provisions have been mentioned in the section “Relevant Statutes”.
- 13.1.7. The address of the Insurance Ombudsman and Insurance Ombudsman Rules, 2017, are, available on the website of IRDAI, <http://www.irdai.gov.in> and on our website <http://www.sbilife.co.in>. The address of the ombudsman at Mumbai is:
Office of the Insurance Ombudsman
3rd Floor, Jeevan Seva Annexe,
S.V. Road, Santa Cruz (W),
Mumbai – 400 054.
Telephone No.: +91 – 22 – 2610 6552 / 26106960
Fax No. : +91 – 22 – 2610 6052
E-mail: bimalokpal.mumbai@ecoi.co.in
- 13.1.8. We have also enclosed the addresses of insurance ombudsmen in Annexure IV for reference

14. Relevant Statutes**14.1. Governing laws and jurisdiction**

This is subject to prevailing Indian Laws. Any dispute that may arise in connection with this shall be subject to the jurisdiction of the competent Indian Courts.

14.2. Section 41 of the Insurance Act 1938, as amended from time to time

(1) No person shall allow or offer to allow, either directly or indirectly, as an inducement to any person to take or renew or continue an insurance in respect of any kind of risk relating to lives or property in India, any rebate of the whole or part of the commission payable or any rebate of the premium shown on the policy, nor shall any person taking out or renewing or continuing a policy accept any rebate, except such rebate as may be allowed in accordance with the published prospectuses or tables of the insurer:

Provided that acceptance by an insurance agent of commission in connection with a policy of life insurance taken out by himself on his own life shall not be deemed to be acceptance of a rebate of premium within the meaning of this sub-section if at the time of such acceptance the insurance agent satisfies the prescribed conditions establishing that he is a bona fide insurance agent employed by the insurer.

(2) Any person making default in complying with the provisions of this section shall be liable for penalty which may extend to ten lakh rupees.

14.3. Section 45 of the Insurance Act 1938, as amended from time to time

[A Leaflet containing the simplified version of the provisions of Section 45 is enclosed in Annexure – (III) for reference]

14.4. Rule 13 of Ombudsman Rules, 2017

1. The Ombudsman may receive and consider complaints or disputes relating to:
 - a) delay in settlement of claims, beyond the time specified in the regulations, framed under the Insurance Regulatory and Development Authority of India Act, 1999;
 - b) any partial or total repudiation of claims by the life insurer, General insurer or the health insurer;
 - c) disputes over premium paid or payable in terms of insurance policy;
 - d) misrepresentation of policy terms and conditions at any time in the policy document or policy contract;
 - e) legal construction of insurance policies in so far as the dispute relates to claim;
 - f) policy servicing related grievances against insurers and their agents and intermediaries;
 - g) issuance of life insurance policy, general insurance policy including health insurance policy which is not in conformity with the proposal form submitted by the proposer;
 - h) non-issuance of insurance policy after receipt of premium in life insurance and general insurance including health insurance; and
 - i) any other matter resulting from the violation of provisions of the Insurance Act, 1938 or the regulations, circulars, guidelines or instructions issued by the IRDAI from time to time or the terms and conditions of the policy contract, in so far as they relate to issues mentioned at clauses (a) to (f).

2. The Ombudsman shall act as counsellor and mediator relating to matters specified in sub-rule (1) provided there is written consent of the parties to the dispute.
3. The Ombudsman shall be precluded from handling any matter if he is an interested party or having conflict of interest.
4. The Central Government or as the case may be, the IRDAI may, at any time refer any complaint or dispute relating to insurance matters specified in sub-rule (1), to the Insurance Ombudsman and such complaint or dispute shall be entertained by the Insurance Ombudsman and be dealt with as if it is a complaint made under Rule 14.

14.5. Rule 14 of Ombudsman Rules, 2017

- (1) Any person who has a grievance against an insurer, may himself or through his legal heirs, nominee or assignee, make a complaint in writing to the Insurance Ombudsman within whose territorial jurisdiction the branch or office of the insurer complained against or the residential address or place of residence of the complainant is located.
- (2) The complaint shall be in writing, duly signed by the complainant or through his legal heirs, nominee or assignee and shall state clearly the name and address of the complainant, the name of the branch or office of the insurer against whom the complaint is made, the facts giving rise to complaint, supported by documents, the nature and extent of the loss caused to the complainant and the relief sought from the Insurance Ombudsman.
- (3) No complaint to the Insurance Ombudsman shall lie unless –
 - a) The complainant makes a written representation to the insurer named in the complaint and
 - a. either the insurer had rejected the complaint; or
 - b. the complainant had not received any reply within a period of one month after the insurer received his representation; or
 - c. the complainant is not satisfied with the reply given to him by the insurer
 - b) the complaint is made within one year
 - a. after the order of the insurer rejecting the representation is received; or
 - b. after receipt of decision of the insurer which is not to the satisfaction of the complainant;
 - c. after expiry of a period of one month from the date of sending the written representation to the insurer if the insurer named fails to furnish reply to the complainant
- (4) The Ombudsman shall be empowered to condone the delay in such cases as he may consider necessary, after calling for objections of the insurer against the proposed condonation and after recording reasons for condoning the delay and in case the delay is condoned, the date of condonation of delay shall be deemed to be the date of filing of the complaint, for further proceedings under these rules.
- (5) No complaint before the Insurance Ombudsman shall be maintainable on the same subject matter on which proceedings are pending before or disposed of by any court or consumer forum or arbitrator.

14.6. Protection of Policyholders’ Interest

The IRDAI (Protection of Policyholders’ Interests) Regulations, 2017 provide for protection of the interests of the policyholders. The provisions of this regulation will be applicable and subject to the prevailing law, as amended from time to time.

*****End of Policy Booklet *****

SAMPLE

Annexure-I

A. Section 38 - Assignment and Transfer of Insurance Policies

Assignment or transfer of a policy should be in accordance with Section 38 of the Insurance Act, 1938 as amended by Insurance Laws (Amendment) Act, 2015. The extant provisions in this regard are as follows:

01. This policy may be transferred/assigned, wholly or in part, with or without consideration.
02. An Assignment may be effected in a policy by an endorsement upon the policy itself or by a separate instrument under notice to the Insurer.
03. The instrument of assignment should indicate the fact of transfer or assignment and the reasons for the assignment or transfer, antecedents of the assignee and terms on which assignment is made.
04. The assignment must be signed by the transferor or assignor or duly authorized agent and attested by at least one witness.
05. The transfer of assignment shall not be operative as against an insurer until a notice in writing of the transfer or assignment and either the said endorsement or instrument itself or copy there of certified to be correct by both transferor and transferee or their duly authorised agents have been delivered to the insurer.
06. Fee to be paid for assignment or transfer can be specified by the Authority through Regulations.
07. On receipt of notice with fee, the insurer should Grant a written acknowledgement of receipt of notice. Such notice shall be conclusive evidence against the insurer of duly receiving the notice.
08. If the insurer maintains one or more places of business, such notices shall be delivered only at the place where the policy is being serviced.
09. The insurer may accept or decline to act upon any transfer or assignment or endorsement, if it has sufficient reasons to believe that it is
 - a. not bonafide or
 - b. not in the interest of the policyholder or
 - c. not in public interest or
 - d. is for the purpose of trading of the insurance policy.
10. Before refusing to act upon endorsement, the Insurer should record the reasons in writing and communicate the same in writing to Policyholder within 30 days from the date of policyholder giving a notice of transfer or assignment.
11. In case of refusal to act upon the endorsement by the Insurer, any person aggrieved by the refusal may prefer a claim to IRDAI within 30 days of receipt of the refusal letter from the Insurer.
12. The priority of claims of persons interested in an insurance policy would depend on the date on which the notices of assignment or transfer is delivered to the insurer; where there are more than one instruments

of transfer or assignment, the priority will depend on dates of delivery of such notices. Any dispute in this regard as to priority should be referred to Authority.

13. Every assignment or transfer shall be deemed to be absolute assignment or transfer and the assignee or transferee shall be deemed to be absolute assignee or transferee, except
- a. where assignment or transfer is subject to terms and conditions of transfer or assignment OR
 - b. where the transfer or assignment is made upon condition that
 - i. the proceeds under the policy shall become payable to policyholder or nominee(s) in the event of assignee or transferee dying before the insured OR
 - ii. the insured surviving the term of the policy

Such conditional assignee will not be entitled to obtain a loan on policy or surrender the policy. This provision will prevail notwithstanding any law or custom having force of law which is contrary to the above position.

14. In other cases, the insurer shall, subject to terms and conditions of assignment, recognize the transferee or assignee named in the notice as the absolute transferee or assignee and such person
- a. shall be subject to all liabilities and equities to which the transferor or assignor was subject to at the date of transfer or assignment and
 - b. may institute any proceedings in relation to the policy
 - c. obtain loan under the policy or surrender the policy without obtaining the consent of the transferor or assignor or making him a party to the proceedings

15. Any rights and remedies of an assignee or transferee of a life insurance policy under an assignment or transfer effected before commencement of the Insurance Laws (Amendment) Act, 2015 shall not be affected by this section.

[Disclaimer: This is not a comprehensive list of amendments of Insurance Laws (Amendment) Act, 2015 and only a simplified version prepared for general information. Policy Holders are advised to refer to Original Ordinance Gazette Notification for complete and accurate details.]

Annexure-II

B. Section 39 - Nomination by policyholder

Nomination of a life insurance Policy is as below in accordance with Section 39 of the Insurance Act, 1938 as amended by Insurance Laws (Amendment) Act, 2015. The extant provisions in this regard are as follows:

01. The policyholder of a life insurance on his own life may nominate a person or persons to whom money secured by the policy shall be paid in the event of his death.

02. Where the nominee is a minor, the policyholder may appoint any person to receive the money secured by the policy in the event of policyholder's death during the minority of the nominee. The manner of appointment to be laid down by the insurer.

03. Nomination can be made at any time before the maturity of the policy.

04. Nomination may be incorporated in the text of the policy itself or may be endorsed on the policy communicated to the insurer and can be registered by the insurer in the records relating to the policy.

05. Nomination can be cancelled or changed at any time before policy matures, by an endorsement or a further endorsement or a will as the case may be.

06. A notice in writing of Change or Cancellation of nomination must be delivered to the insurer for the insurer to be liable to such nominee. Otherwise, insurer will not be liable if a bonafide payment is made to the person named in the text of the policy or in the registered records of the insurer.

07. Fee to be paid to the insurer for registering change or cancellation of a nomination can be specified by the Authority through Regulations.

08. On receipt of notice with fee, the insurer should grant a written acknowledgement to the policyholder of having registered a nomination or cancellation or change thereof.

09. A transfer or assignment made in accordance with Section 38 shall automatically cancel the nomination except in case of assignment to the insurer or other transferee or assignee for purpose of loan or against security or its reassignment after repayment. In such case, the nomination will not get cancelled to the extent of insurer's or transferee's or assignee's interest in the policy. The nomination will get revived on repayment of the loan.

10. The right of any creditor to be paid out of the proceeds of any policy of life insurance shall not be affected by the nomination.

11. In case of nomination by policyholder whose life is insured, if the nominees die before the policyholder, the proceeds are payable to policyholder or his heirs or legal representatives or holder of succession certificate.

12. In case nominee(s) survive the person whose life is insured, the amount secured by the policy shall be paid to such survivor(s).

13. Where the policyholder whose life is insured nominates his

- a. parents or
- b. spouse or
- c. children or
- d. spouse and children
- e. or any of them

the nominees are beneficially entitled to the amount payable by the insurer to the policyholder unless it is proved that policyholder could not have conferred such beneficial title on the nominee having regard to the nature of his title.

14. If nominee(s) die after the policyholder but before his share of the amount secured under the policy is paid, the share of the expired nominee(s) shall be payable to the heirs or legal representative of the nominee or holder of succession certificate of such nominee(s).

15. The provisions of sub-section 7 and 8 (13 and 14 above) shall apply to all life insurance policies maturing for payment after the commencement of Insurance Laws (Amendment) Act, 2015

16. If policyholder dies after maturity but the proceeds and benefit of the policy has not been paid to him because of his death, his nominee(s) shall be entitled to the proceeds and benefit of the policy.

17. The provisions of Section 39 are not applicable to any life insurance policy to which Section 6 of Married Women's Property Act, 1874 applies or has at any time applied except where before or after Insurance Laws (Amendment) Act, 2015, a nomination is made in favour of spouse or children or spouse and children whether or not on the face of the policy it is mentioned that it is made under Section 39. Where nomination is intended to be made to spouse or children or spouse and children under Section 6 of MWP Act, it should be specifically mentioned on the policy. In such a case only, the provisions of Section 39 will not apply.

[Disclaimer: This is not a comprehensive list of amendments of Insurance Laws (Amendment) Act, 2015 and only a simplified version prepared for general information. Policy Holders are advised to refer to Original Ordinance Gazette Notification for complete and accurate details.]

Annexure-III

C. Section 45 – Policy shall not be called in question on the ground of mis-statement after three years

Provisions regarding policy not being called into question in terms of Section 45 of the Insurance Act, 1938, as amended by Insurance Laws (Amendment) Act, 2015 are as follows:

01. No Policy of Life Insurance shall be called in question **on any ground whatsoever** after expiry of 3 years from

- a. the date of issuance of policy or
- b. the date of commencement of risk or
- c. the date of revival of policy or
- d. the date of rider to the policy

whichever is later.

02. On the ground of fraud, a policy of Life Insurance may be called in question within 3 years from

- a. the date of issuance of policy or
- b. the date of commencement of risk or
- c. the date of revival of policy or
- d. the date of rider to the policy

whichever is later.

For this, the insurer should communicate in writing to the insured or legal representative or nominee or assignees of insured, as applicable, mentioning the ground and materials on which such decision is based.

03. Fraud means any of the following acts committed by insured or by his agent, with the intent to deceive the insurer or to induce the insurer to issue a life insurance policy:

- a. The suggestion, as a fact of that which is not true and which the insured does not believe to be true;
- b. The active concealment of a fact by the insured having knowledge or belief of the fact;
- c. Any other act fitted to deceive; and
- d. Any such act or omission as the law specifically declares to be fraudulent.

04. Mere silence is not fraud unless, depending on circumstances of the case, it is the duty of the insured or his agent keeping silence to speak or silence is in itself equivalent to speak.

05. No Insurer shall repudiate a life insurance Policy on the ground of Fraud, if the Insured / beneficiary can prove that the misstatement was true to the best of his knowledge and there was no deliberate intention to suppress the fact or that such mis-statement of or suppression of material fact are within the knowledge of the insurer. Onus of disproving is upon the policyholder, if alive, or beneficiaries.

06. Life insurance Policy can be called in question within 3 years on the ground that any statement of or suppression of a fact material to expectancy of life of the insured was incorrectly made in the proposal or other document basis which policy was issued or revived or rider issued. For this, the insurer should communicate in writing to the insured or legal representative or nominee or assignees of insured, as applicable, mentioning the ground and materials on which decision to repudiate the policy of life insurance is based.

07. In case repudiation is on ground of mis-statement and not on fraud, the premium collected on policy till the date of repudiation shall be paid to the insured or legal representative or nominee or assignees of insured, within a period of 90 days from the date of repudiation.

08. Fact shall not be considered material unless it has a direct bearing on the risk undertaken by the insurer. The onus is on insurer to show that if the insurer had been aware of the said fact, no life insurance policy would have been issued to the insured.

09. The insurer can call for proof of age at any time if he is entitled to do so and no policy shall be deemed to be called in question merely because the terms of the policy are adjusted on subsequent proof of age of life insured. So, this Section will not be applicable for questioning age or adjustment based on proof of age submitted subsequently.

[Disclaimer: This is not a comprehensive list of amendments of Insurance Laws (Amendment) Act, 2015 and only a simplified version prepared for general information. Policy Holders are advised to refer to Original Ordinance Gazette Notification for complete and accurate details]

Annexure IV

D. List of Ombudsman Centres with Address

Office of the Ombudsman	Contact Details	Jurisdiction of Office (Union Territory, District)
AHMEDABAD	Office of the Insurance Ombudsman, Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road, Ahmedabad – 380 001. Tel.: 079 - 25501201/02/05/06 Email: bimalokpal.ahmedabad@ecoi.co.in	Gujarat, Dadra & Nagar Haveli, Daman and Diu.
BENGALURU	Office of the Insurance Ombudsman, Jeevan Soudha Building, PID No. 57-27-N-19 Ground Floor, 19/19, 24th Main Road, JP Nagar, Ist Phase, Bengaluru – 560 078. Tel.: 080 - 26652048 / 26652049 Email: bimalokpal.bengaluru@ecoi.co.in	Karnataka.
BHOPAL	Office of the Insurance Ombudsman, Janak Vihar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel Office, Near New Market, Bhopal – 462 003. Tel.: 0755 - 2769201 / 2769202 Fax: 0755 - 2769203 Email: bimalokpal.bhopal@ecoi.co.in	Madhya Pradesh Chattisgarh.
BHUBANESHWAR	Office of the Insurance Ombudsman, 62, Forest park, Bhubneshwar – 751 009. Tel.: 0674 - 2596461 /2596455 Fax: 0674 - 2596429 Email: bimalokpal.bhubaneswar@ecoi.co.in	Orissa.
CHANDIGARH	Office of the Insurance Ombudsman, S.C.O. No. 101, 102 & 103, 2nd Floor, Batra Building, Sector 17 – D, Chandigarh – 160 017. Tel.: 0172 - 2706196 / 2706468 Fax: 0172 - 2708274 Email: bimalokpal.chandigarh@ecoi.co.in	Punjab, Haryana, Himachal Pradesh, Jammu & Kashmir, Chandigarh.
CHENNAI	Office of the Insurance Ombudsman, Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, CHENNAI – 600 018. Tel.: 044 - 24333668 / 24335284 Fax: 044 - 24333664 Email: bimalokpal.chennai@ecoi.co.in	Tamil Nadu, Pondicherry Town and Karaikal (which are part of Pondicherry).
DELHI	Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi – 110 002. Tel.: 011 - 23232481/23213504	Delhi.

	Email: bimalokpal.delhi@ecoi.co.in	
GUWAHATI	Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, Nr. Panbazar over bridge, S.S. Road, Guwahati – 781001(ASSAM). Tel.: 0361 - 2632204 / 2602205 Email: bimalokpal.guwahati@ecoi.co.in	Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura.
HYDERABAD	Office of the Insurance Ombudsman, 6-2-46, 1st floor, "Moin Court", Lane Opp. Saleem Function Palace, A. C. Guards, Lakdi-Ka-Pool, Hyderabad - 500 004. Tel.: 040 - 67504123 / 23312122 Fax: 040 - 23376599 Email: bimalokpal.hyderabad@ecoi.co.in	Andhra Pradesh, Telangana, Yanam and part of Territory of Pondicherry.
JAIPUR	Office of the Insurance Ombudsman, Jeevan Nidhi – II Bldg., Gr. Floor, Bhawani Singh Marg, Jaipur - 302 005. Tel.: 0141 - 2740363 Email: Bimalokpal.jaipur@ecoi.co.in	Rajasthan.
ERNAKULAM	Office of the Insurance Ombudsman, 2nd Floor, Pulinat Bldg., Opp. Cochin Shipyard, M. G. Road, Ernakulam - 682 015. Tel.: 0484 - 2358759 / 2359338 Fax: 0484 - 2359336 Email: bimalokpal.ernakulam@ecoi.co.in	Kerala, Lakshadweep, Mahe-a part of Pondicherry.
KOLKATA	Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 4th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124340 Fax : 033 - 22124341 Email: bimalokpal.kolkata@ecoi.co.in	West Bengal, Sikkim, Andaman & Nicobar Islands.
LUCKNOW	Office of the Insurance Ombudsman, 6th Floor, Jeevan Bhawan, Phase-II, Nawal Kishore Road, Hazratganj, Lucknow - 226 001. Tel.: 0522 - 2231330 / 2231331 Fax: 0522 - 2231310 Email: bimalokpal.lucknow@ecoi.co.in	Districts of Uttar Pradesh : Laitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhadra, Fatehpur, Pratapgarh, Jaunpur, Varanasi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajgang, Santkabirnagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar.
MUMBAI	Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe,	Goa, Mumbai Metropolitan Region

	S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 022 - 26106552 / 26106960 Fax: 022 - 26106052 Email: bimalokpal.mumbai@ecoi.co.in	excluding Navi Mumbai & Thane.
NOIDA	Office of the Insurance Ombudsman, Bhagwan Sahai Palace 4th Floor, Main Road, Naya Bans, Sector 15, Distt: Gautam Buddha Nagar, U.P-201301. Tel.: 0120-2514250 / 2514252 / 2514253 Email: bimalokpal.noida@ecoi.co.in	State of Uttaranchal and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, Kanooj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautambodhanagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur.
PATNA	Office of the Insurance Ombudsman, 1st Floor, Kalpana Arcade Building,, Bazar Samiti Road, Bahadurpur, Patna 800 006. Tel.: 0612-2680952 Email: bimalokpal.patna@ecoi.co.in	Bihar, Jharkhand.
PUNE	Office of the Insurance Ombudsman, Jeevan Darshan Bldg., 3rd Floor, C.T.S. No.s. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune – 411 030. Tel.: 020-41312555 Email: bimalokpal.pune@ecoi.co.in	Maharashtra, Area of Navi Mumbai and Thane excluding Mumbai Metropolitan Region.